



Factsheet Study Program

Name	Master of Business Administration (MBA) Service Management
Target Group	Engineers, specialists and executives requiring to foster their competences in service management in part-time studies. companies from industrial services industries, aiming at qualifying of their future leaders
Program Start	annually in January
Course structure	part-time/in English
Workload	24 months/4 semesters/70 credits (ECTS)
Study Fee	5,000 EUR/semester, 280,- EUR admission fee
Prerequisites	<ul style="list-style-type: none"> • accredited bachelor, diploma or master degree • passing of the ISS Assessments • minimum 3 years professional experience • fluency in English: TOEFL-Test min. scores 80 (IB), 213 (CB), 550 (PB) o. TOEIC: min. scores 750 points
Requirements Assessment Centre	<ul style="list-style-type: none"> • mathematic-logical tests • essay service management • qualification and motivation interview
Onsite Lectures	Spring semester: 3 blocks per 7-9 Tage approx. Fall semester: 2 study block á ca. 6-8 Tage Attendance days 1. year: 27.5 working days + 9 saturdays Attendance days 2. year: 20.5 working days, + 6 saturdays
Teaching Methods	lectures (seminars), seminars, case studies, excursions
Place of Study	Hamburg, Dublin (2 weeks), Karlstad (1 week)
Study Program	<p><i>1st semester:</i> Preparatory / business fundamentals, strategic and operational service management, service marketing, team building, potential analysis, time and resource management</p> <p><i>2nd semester:</i> Finance/Service controlling, operational implementation in service business: field support mgt., service logistics, supply chain management., international law, HR management, team coaching,</p>



	<p>corporate governance and ethics</p> <p><i>3rd semester:</i> Efficient process, customer orientation and project management in service, innovation and change management, service sales management, consultative selling, specialization (industrial service management or maintenance management)</p> <p><i>4th semester:</i> Intercultural training, leadership of intercultural teams, master thesis</p>
Spezialisierung	<ul style="list-style-type: none"> • industrial service management: risk management service engineering II multivendor management • maintenance management • IT service management
Benefits through ISS	<ul style="list-style-type: none"> • study material supporting the lectures • mentoring of case studies and project works • individual student advisory service and care • mentoring and intensive care of master thesis • utilization of e-Learning platform / WebCampus • alumni and service network
Cooperations	Dublin Business School, Karlstad University of Sweden, Association for Service Management International (AFSMI), Fraunhofer Institut Materialfluss und Logistik (IML), Dortmund, Forum Vision Instandhaltung (FVI)
Ratio lecturer Academic / Business	50 %
ISS professors (ISS faculty)	5
Foreign students	25 %
Offered since	2008
Accreditation/ Approval	University of Applied Sciences since 2007, MBA study program FIBAA-accredited since 2006